

JAUNT, Inc.

Job Title: Road/Driver Supervisor
Reports to: Operations Manager
Salary Level: Supervisor - non-exempt

JOB SUMMARY:

Road/Driver Supervisors are responsible for day-to-day guidance and supervision of Drivers through interactive management. They are responsible for communicating and implementing personnel and service policies, and providing a liaison between driving staff and the Operations Manager. Road/Driver Supervisors are responsible for primary supervisory functions including: time management; initial crisis response; policy enforcement; preparation of internal reports.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Supervises assigned drivers, coaching them for optimum performance, ensuring their compliance with policies and procedures, and providing additional one-on-one training as needed..
2. Monitors pickup and dropoff points to ensure drivers are in compliance with policies. Reports issues with these points to other JAUNT staff for resolution.
3. Works closely with the Operations Manager and Safety & Training Manager to ensure that driver supervision is carried out equitably and consistently.
4. Assists Operations Manager in the development of performance criteria; evaluates driver performance
5. Investigates accidents, preparing reports as needed.
6. Reconciles driver time cards daily and monitors overtime.
7. Provides documentation for incidents reporting exceptional performance, as well as failures to meet performance criteria
8. Maintains reports on attendance, incidents, and other personnel data required for performance evaluations and safety recognition.
9. Works with Safety & Training Manager in reviewing accidents.

10. Ensures compliance with service and personnel policies and procedures; assists Operations Manager in the development of same.
11. Assists clients with complaints and problems pertaining to service delivery or specific personnel; confers with Community Relations and Education Manager as necessary; refers such complaints as appropriate.
12. Works an alternative schedule as necessary.
13. Maintains availability for out-of-town training as needed.
14. Serves as back-up driver, as directed
15. Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND QUALIFICATIONS:

The skills and abilities for this position are related to supervising personnel, detailed reporting, and the ability to make sound decisions in crises. Supervisors are also available to work between 5:00 a.m. and 10 p.m. This position is hands-on supervision, requires a high school diploma or equivalent with some computer coursework or computer experience preferred, as well as 2-3 years of supervisory experience; a thorough knowledge of the service area; ability to communicate well both orally and in writing with a diverse client base and co-workers; ability to prioritize and direct the work of others; ability to develop reports; ability to manage multiple tasks; ability to work independently; ability to remain courteous to clients and co-workers in fast-paced, high-pressure environment; ability to remain calm and make decisions under pressure; ability to perform multiple functions accurately and quickly; ability to meet daily deadlines; ability to serve as back-up driver as required, and, therefore, must hold a valid Virginia driver's license. Must have, or be able to obtain within three months, a Commercial Driver's License.